

EAST Search History

| Ref # | Hits | Search Query | DBs | Default Operator | Plurals | Time Stamp |
|-------|--------|---|------------------|------------------|---------|------------------|
| S1 | 999 | (escalat\$3 or elevat\$3) near8 (notification or trouble or ticket) | US- PGPUB; USPAT | OR | ON | 2008/11/06 17:02 |
| S2 | 364 | S1 same (time or date) | US- PGPUB; USPAT | OR | ON | 2008/11/06 17:02 |
| S3 | 158 | S2 and (help near2 desk or customer near2 service or agent) | US- PGPUB; USPAT | OR | ON | 2008/11/06 17:03 |
| S4 | 58 | S3 and (@ad<"20010130" or @rlad<"20010130") | US- PGPUB; USPAT | OR | ON | 2008/11/06 17:03 |
| S5 | 344930 | (different or multiple) near3 (device or endpoint) | US- PGPUB; USPAT | OR | ON | 2008/11/06 17:29 |
| S6 | 17703 | S5 near4 (client or user or enduser or subscriber or buddy) | US- PGPUB; USPAT | OR | ON | 2008/11/06 17:30 |
| S7 | 902 | S6 same (conversation or session) | US- PGPUB; USPAT | OR | ON | 2008/11/06 17:30 |
| S8 | 47 | S7 same (invit\$3 or join\$3) | US- PGPUB; USPAT | OR | ON | 2008/11/06 17:30 |

11/6/08 8:37:14 PM

C:\Documents and Settings\pwinder\My Documents\EAST\Workspaces\Default EAST Workspace (Flat Panel).wsp